

Illustrative example. Fenwick & Shaw Lettings is a fictional company. This scenario shows how a typical property & lettings business would set up and use Verika; it does not describe a real customer or report real results.

EXAMPLE SCENARIO · PROPERTY & LETTINGS

Fenwick & Shaw Lettings

Nottingham, UK · 12 staff · around 400 managed homes · 160 landlords

A letting agent puts each landlord's preferences, its compliance checklists and repairs rules into Verika, so the team answers tenant and landlord questions the same way, every time.

BEFORE VERIKA

- Each landlord's rules on pets, contractors and spend limits were remembered by whoever managed the property.
- Compliance steps at move-in depended on staff following the checklist from memory.
- Repairs were prioritised differently by different people.

WHAT THEY GAVE VERIKA

- Move-in and move-out checklists
- Landlord preference sheets (one per landlord)
- Repairs priority matrix and approved contractors
- Deposit and referencing procedures
- Complaints procedure
- Staff handbook

SETTING UP

Day 1

The lettings director uploads the procedures and the folder of landlord preference sheets.

Days 2–3

Property managers answer suggested questions on repairs and out-of-hours.

Day 4

All staff are invited; the director and senior property manager are experts.

When law changes

The checklist is updated once; answers follow.

WHAT THE TEAM ASKS

“Can this tenant have a dog at 14 Maple Road?”

LETTINGS NEGOTIATOR

Only with the landlord's written consent; their preferences sheet says small dogs considered, no cats.

Landlord Preferences: Maple Road portfolio

“What's our spend limit before asking the landlord?”

PROPERTY MANAGER

£250 including VAT, unless the landlord's sheet says otherwise. Emergencies can go ahead; tell them the same day.

Management Agreement Terms

“A tenant reports no hot water. How fast do we respond?”

NEW STARTER

Within 24 hours. Raise it as urgent and send the contractor on the approved list for that area.

Repairs Priority Matrix

“What do we need before a tenant moves in?”

ADMINISTRATOR

Everything on the move-in checklist, signed off by a property manager before keys are released.

Move-in Checklist

WHEN VERIKA DOESN'T KNOW

“A tenant wants to sublet a room. What do we say?”

None of the documents covered it, so Verika said it didn't know and logged it. The lettings director answered once (not without the landlord's written consent; refer it to the property manager), and everyone now gives that answer.

WHAT CHANGES

- Landlords' preferences are applied the same way by every member of staff.
- Move-in steps come from the current checklist, not memory.
- Repairs are prioritised by the written matrix.

WHAT TO MEASURE IN YOUR OWN TRIAL

- Questions escalated to the director
- Landlord preference sheets on file
- Gaps logged and answered



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